

## FAQ Confidentiality EAS 2003—August 18 Update

Questions or Concerns? Contact Paul Twohig (202-267-3860)

### Employee Attitude Survey (EAS) Confidentiality Controls

EAS Team: Human Resources (AHR) & Civil Aerospace Medical Institute (CAMI)

Employee **confidentiality** is a high priority for the EAS survey team. All reports and other information produced are examined to ensure that anonymity is not compromised.

As evidence of our commitment to confidentiality consider the following:

- Access to the returned surveys and resulting data records is limited to the few individuals at CAMI who are involved in survey processing, and data analyses.
- Survey responses are anonymous. There is no connection between the returned survey and the respondent's identity. Each employee gets the same survey form as many other employees.
- There are 10 survey forms; all forms have the same questions except for the items that ask what organization you work for. The 10 forms are for: AAT, AAF, other ATS, AFS, AIR, other AVR, ARA, ARP, ARC, Rest of FAA (e. g., ABA, AHR, ...)
- The form number and puzzle box located on the lower, left-hand corner of each survey **identify one of the 10 forms and page number** for scanning purposes and correspond to each of the 10 organizational groupings just listed. For example, **everyone** in Air Traffic Service (AAT) would get a survey with the **same form number and puzzle box set**.
- Data reports contain summary, aggregated, results for a group of respondents. No individual survey results are reported. And we don't produce reports unless a work unit has at least 8 returned surveys. Results for smaller groups are combined or rolled up in reports for higher levels.
- Summaries by personal demographics, such as gender and race/ethnic category are not included in the normal reports. For larger organizations only, there will be a few such reports, but we will ensure that any results are based on at least 8 returned surveys in any category. (For example, to report on job satisfaction by gender there must be at least 8 women **and** 8 men, but generally there will many more people in the reported categories.) In many cases, the demographic categories are collapsed, e. g., minority/non-minority. Such reports will be part of the roll-ups for the large organizational groupings listed in the third bullet above, **but there will be no such reports for small units like specific facilities, divisions, branches**. The small unit reports will look like the sample report on the EAS website.

## **Don't guess who gave what responses**

Even with anonymity ensured, employees in small units may feel uncomfortable if peers or supervisors indulge in guessing who gave what response. Please don't try to guess who might have made a specific response because:

- Not everyone who receives a survey will complete and return it.
- Guessing distracts us from using the results productively. Actions need to be developed based on the overall pattern of results.
- Group stereotypes are not reliable guides for guessing, for example in EAS 2000 more men than women in the agency indicated that they were sexually harassed.
- Guesses are often incorrect—reserved people might be more critical on a survey, while outspoken critics may reflect fuller, more balanced views in the survey

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